1. Name a time when your patience was tested. How did you keep your emotions in check?

2. What is the state of your records of patient information? Name one thing you would like to improve.

3. Describe a time when you successfully provided personal assistance to a coworker or patron.

4. Share an experience you had in dealing with a difficult person and how you handled the situation.

5. Tell me about the last time you monitored or reviewed information and detected a problem. How did you respond?

6. Share an example of a time you had to gather information from multiple sources. How did you determine which information was relevant?

7. Provide an example when you were able to prevent a problem because you foresaw the reaction of another person.

8. Provide a time when you dealt calmly and effectively with a high-stress situation.

9. Tell me about an experience in which you analyzed information and evaluated results to choose the best solution to a problem.

10. Share an experience in which personal connections to coworkers or others helped you to be successful in your work. (Make sure candidate works well with others.)